

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
Initial Effective Date: 5/30/03

Section: 2 Leaf: 26
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SECTION 2 - GENERAL RULES AND REGULATIONS

H. PAYMENTS AND TERMINATION OF SERVICE (Cont'd.)

4. Suspension and Termination for Non-Payment (Cont'd.)

Any complaint or inquiry filed with the Company regarding disputed bills, charges, deposits or service problems will be promptly investigated in accordance with the procedures required by Public Service Commission rules contained in Subchapter C, Chapter VI, Title 16 of the New York Code of Rules and Regulations, Part 631 - Notices of Discontinuance and Complaint Procedures, Sections 631.9 and 631.10.

The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the subscriber, having been asked to pay such undisputed portion, does not do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment absent circumstances beyond the company's control. When circumstances beyond the company's control exist, the service will be connected within 24 hours after the cessation of such circumstances.

Copies of Company complaint handling procedures are on file with the Commission and are available to the public upon request at each Company office where application or payments for service may be made in person.

For medical emergencies an additional 30 days will be allowed for residential customers before suspension or termination, provided a medical certificate is supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the pendency of the emergency, customers will be able to defer payment of monthly charges in an amount set by the Commission until the emergency ceases or it is determined that customers have the ability to pay the charges.

Where a residential customer is known to or identified to the telephone corporation as being blind, disabled or 62 years of age or older and all other occupants are under 18 years of age, 62 years of age or older, blind or disabled, an additional 20 days will be allowed before suspension or termination may occur. The company shall make a diligent effort to contact by phone or in person an adult resident at the location for purposes of devising a payment plan eight days before the date of suspension or termination.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas